1. IMMEDIATELY
   □ Secure resident’s safety
   □ Assess the resident, provide medical and/or psychosocial treatment as necessary
   □ Examine the resident’s injury and/or psychosocial changes and document the description in the medical record
   □ Remove alleged perpetrator (staff, family, or visitor) from contact with all residents and staff pending outcome of investigation
   □ Take measures to prevent recurrence if alleged perpetrator is a resident
   □ Document date and time injury was discovered in the resident’s medical record
   □ Notify physician if the injury (physical and/or psychosocial) has the potential to require physician intervention
   □ Notify the resident’s legal representative if there is a significant change in health status
   □ Immediately (no later than 24 hours) notify the administrator
   □ Administrator or designee notifies BHS, local law enforcement, and/or other state agencies as required
   □ Immediately (no later than 24 hours) notify BHS of all allegations by one of the following methods: 1) complete the BHS-OPS-362 online submission form found on the BHS website, 2) fax the BHS-OPS-362 form, or 3) call BHS to report followed by a fax of the completed BHS-OPS-362

   Facility Incident Report - 24 Hours (BHS-OPS-362)

2. INVESTIGATE
   □ Document date and time of all notifications per facility policy
   □ Interview and/or obtain statement from person reporting allegation or suspicion
   □ Interview and/or obtain statement from victim/resident
   □ Interview and/or obtain statement from alleged perpetrator
   □ Interview and/or obtain statements from potential witnesses as determined by the scope of the investigation
   □ Review the resident’s medical record for relevant information (diagnosis, history, similar injuries, etc.)
   □ Review materials and complete investigation (refer to abuse investigation protocol and facility policy)

3. WITHIN FIVE WORKING DAYS OF INCIDENT
   □ Report the results of investigation to the administrator
   □ Report the results of investigation to BHS on the BHS-OPS-363* form and submit by fax with supporting documentation.
   □ Initiate corrective measures (if applicable) to prevent recurrence

*Facility Investigation Report - 5 Working Days (BHS-OPS-363)
RESIDENT INJURY (source to be investigated)

1. Was the injury observed by any person or explained by the resident?

   - YES
     - The source of injury is known AND abuse or neglect is alleged or suspected; return to #1 on Page 1 of the Investigation Guide and proceed with immediate action, investigation and report of alleged abuse/neglect finding.
   - NO

2. Is there a suspicion that abuse/neglect may have occurred?
   (Box A or B checked)

   - YES
     - Return to #1 on Page 1 of the Investigation Guide and proceed with immediate action, investigation and report of alleged abuse/neglect finding.
   - NO

- Document summary of conclusion of investigation.
- Review the resident’s plan of care and revise as necessary to prevent recurrence of injury.
- Complete determination within 24 hours of incident; no report to BHS is necessary if answers to questions 1 and 2 are “NO.”